



**SAND CREEK GROUP, LTD.**  
RESOURCES WITHOUT BARRIERS

## **GENERAL SERVICES ADMINISTRATION**

### **Federal Supply Service Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: <http://www.GSAAdvantage.gov>.

**Schedule 738X - Human Resources & Equal Employment Opportunity (EEO) Services  
SIN 595-28 Social Services  
Service Commodity Code: S (R799)**

**Contract Number GS-15F-0015M**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

**Contract Period: December 31, 2001 – December 30, 2021**  
*(Current through Modification #PO-0013, approved Oct. 11, 2016, effective Dec. 31, 2016.)*

**The Sand Creek Group, Ltd.**  
610 North Main Street, Suite 200  
Stillwater, MN 55082  
Tel: (800) 632-7643  
Fax: (651) 430-9753  
Email: [info@sandcreekeap.com](mailto:info@sandcreekeap.com)  
Website: <http://www.sandcreekeap.com>

**Contract Administrator:** Gretchen M. Stein, Ph.D., CEAP

**Business Size:** Woman-Owned Small Business (WOSB)

Prices Shown Herein are Net (discount deducted).

## CUSTOMER INFORMATION

1a.

Awarded Special Item Number	Item Description	Awarded Price
SIN 595-28	Social Services	See Price List

1b. \*\*\*PER CAPITA PRICING IS ALSO AVAILABLE UPON REQUEST.

Services	Hourly Rates				
<i>See page 6 for description of services.</i>	<b>12/31/16 to 12/30/17</b>	<b>12/31/17 to 12/30/18</b>	<b>12/31/18 to 12/30/19</b>	<b>12/31/19 to 12/30/20</b>	<b>12/31/20 to 12/30/21</b>
Basic EAP Consulting, Counseling & Program Services	\$121.39/Hr.	\$126.25/Hr.	\$131.30/Hr.	\$136.55/Hr.	\$142.01/Hr.
*Training Services (See Appendix A below for Course Descriptions.)	\$226.22/Hr.	\$235.27/Hr.	\$244.68/Hr.	\$254.47/Hr.	\$264.65/Hr.
*Critical Incident Debriefing Services	\$226.22/Hr.	\$235.27/Hr.	\$244.68/Hr.	\$254.47/Hr.	\$264.65/Hr.
*Conflict Resolution/ Mediation Services	\$226.22/Hr.	\$235.27/Hr.	\$244.68/Hr.	\$254.47/Hr.	\$264.65/Hr.
*Terrorist Attack Response Services	\$226.22/Hr.	\$235.27/Hr.	\$244.68/Hr.	\$254.47/Hr.	\$264.65/Hr.
**Strength-based Individual & Team Leadership Development	\$226.22/Hr.	\$235.27/Hr.	\$244.68/Hr.	\$254.47/Hr.	\$264.65/Hr.
**Myers-Briggs Typology Indicator	\$226.22/Hr.	\$235.27/Hr.	\$244.68/Hr.	\$254.47/Hr.	\$264.65/Hr.

*\*Plus travel, meals and lodging.*

*\*\*Additional charges apply for materials and copies.*

### Promotional Materials:

Brochures = \$ .34 a piece  
 Posters = \$1.23 a piece  
 Magnets = \$ .34 a piece  
 Supervisor Manuals = \$ .60 a piece

**CUSTOMER INFORMATION (continued)**

<b>1c. Professionals Providing Service</b>	All EAP Counselors, Trainers, and Consultants
<b>Qualifications</b> <ul style="list-style-type: none"> <li>▪ Master's or Doctoral level degree in a Behavioral Health field from an accredited college or University <i>or</i> certification for chemical dependency counseling <i>or</i> as a Substance Abuse Professional as defined by the United States Department of Transportation.</li> <li>▪ At least 5 years clinical experience in a mental health setting treating alcoholism, drug addiction, and/or providing individual and family counseling.</li> <li>▪ At least 30 hours post-master's training in the identification and treatment of mental health and/or substance abuse issues.</li> <li>▪ At least 12 hours per year of continuing education in the treatment of mental health and/or substance abuse issues.</li> <li>▪ Possess and maintain current state license or state certification as required by the state services are rendered in.</li> <li>▪ Additional training and experience is required for counselors who provide special service trainings as listed in the Labor Categories in the Price List. These trainings vary by state.</li> </ul>	
<b>2. Maximum Order</b>	\$1,000,000.00
<b>3. Minimum Order</b>	\$100.00
<b>4. Geographic Coverage</b>	United States and Trust Territories which includes the 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, and the Virgin Islands.
<b>5. Production Point</b>	City of Stillwater Washington County State of Minnesota
<b>6. Discount from List Price</b>	Discount from List Price shown herein are net (discount deducted).
<b>7. Quantity Discount</b>	N/A
<b>8. Prompt Payment Terms</b>	Net 30 days
<b>9a. Government Credit Card is accepted for orders below micro purchase threshold.</b>	Yes
<b>9b. Government Credit Card is accepted for orders above micro purchase threshold.</b>	Yes
<b>10. Foreign Items</b>	N/A
<b>11a. Time of Delivery</b>	Crisis cases handled same day, others within 2 business days of call for assistance.
<b>11b. Expedited Delivery</b>	N/A
<b>11c. Overnight and 2-day delivery.</b>	N/A
<b>11d. Urgent Requirements</b>	See 11a.
<b>12. FOB Point</b>	Destination

### CUSTOMER INFORMATION (continued)

<b>13a.</b> Ordering Address	The Sand Creek Group, Ltd. 610 North Main, Suite 200 Stillwater, MN 55082 Telephone: 1-800-632-7643 Fax: 1-651-430-9753
<b>13b.</b> Order Procedures	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
<b>14.</b> Payment Address	The Sand Creek Group, Ltd. 610 North Main Street, Suite 200 Stillwater, MN 55082
<b>15.</b> Warranty Provision	N/A
<b>16.</b> Export Packing Charges	N/A
<b>17.</b> Terms and Conditions of Government Card Acceptance	None
<b>18.</b> Terms and Conditions of Rental Maintenance, and Repair	N/A
<b>19.</b> Terms and Conditions of Installation	N/A
<b>20.</b> Terms and Conditions of Repair Parts	N/A
<b>20a.</b> Terms and Conditions of Other Services	N/A
<b>21.</b> List of Services and Distribution Points	N/A
<b>22.</b> List of Participating Dealers	N/A
<b>23.</b> Preventive Maintenance	N/A
<b>24a.</b> Environmental Attributes	N/A
<b>24b.</b> Section 508 Compliance Information is Available	Yes. Call Sand Creek directly for full details.
<b>25.</b> Data Universal Number System	84-875-4214
<b>26.</b> Notification Regarding Registration in Central Contractor (CCR) Database	Yes

## About The Sand Creek Group, Ltd.

The Sand Creek Group, Ltd. is a privately held, woman-owned, small business and a Minnesota Targeted Group Business. Corporate headquarters are located on the banks of the beautiful St. Croix River in Stillwater, Minnesota. The Sand Creek Group, Ltd. designs, administers and delivers innovative behavioral health care systems locally, regionally, nationally and internationally.

Incorporated in February of 1994, this successful business brings together the experience and integrity of experts in the fields of employee assistance, mental health, chemical dependency, trauma response and human resource management. The Sand Creek Group is a growing organization dedicated to innovative workplace programming with the highest attention given to customer satisfaction and service. We currently serve over 250,000 employees and their dependents with employee assistance counseling, organization development consultation, work/life programs, workplace wellness and critical incident stress management and training services.

The Sand Creek Group is owned, controlled and operated by its President and Chief Executive Officer, Gretchen M. Stein, Ph.D., CEAP, and its Chief Financial Officer, Joan E. Sirotiak, MA, CEAP.

### **PAST PERFORMANCE**

The Sand Creek Group specializes in Employee Assistance services to government employees. We have provided Employee Assistance Services for the following federal customers:

- **General Services Administration, Federal Supply Service.** Human Resource & EEO Services, Schedule 738X, FSC Group 874, SIN 595-28 Social Services, Service Commodity Code S (R799).
- **Department of the Interior**
- **Department of Defense**
- **United States Department of Agriculture**

In addition to federal customers, The Sand Creek Group also provides EAP services to over 400 public entities at the state, county and city level, and to national corporations and associations, including Major League Baseball, Minnesota Dental Association and 28,000 employees covered by Minnesota Counties Intergovernmental Trust.

### **HOW THE SAND CREEK GROUP COMPARES**

Dun and Bradstreet recently completed a Past Performance Evaluation Report on The Sand Creek Group. The Summary Performance Rating of The Sand Creek Group was 95 on a 100 point scale. **This is 15 points higher than the average company in our line of business.**

More detailed performance ratings by Dun and Bradstreet include:

Reliability	96
Cost	96
Order Accuracy	94
Delivery/Timeliness	96
Quality	93
Business Relations	98
Personnel	99
Customer Support	97
Responsiveness	97

### **DESCRIPTION OF SERVICES**

The Sand Creek Group offers a broad brush program to address the variety of problems people encounter in life that can affect their job performance and their personal lives. Our service package is designed to (1) encourage employees that could benefit from EAP to become aware of the services, (2) be convenient and easily accessible, and (3) be the highest quality of professional service with a variety of services to meet the changing needs of employees and their families.

**Nationwide Coverage.** The Sand Creek Group utilizes a highly qualified provider network, a network of over 10,000 counselors throughout the United States, Puerto Rico, The Pacific Trust Territories, Canada and beyond. We are able to provide employee assistance services for all the employees of any federal agency who may choose to participate. Outside the Continental United States, our counselors speak English and the native language of the country they are working in. In addition, Sand Creek offers multilingual interpreter services available in 140 languages.

**Administrator/Supervisor Training Seminars.** Training will be provided to supervisors and managers to further develop their understanding of the EAP so that they will make full use of it. All supervisory staff will be trained as needed in the appropriate ways of dealing with and referring troubled employees to the Employee Assistance Program. Included in the seminar is information on how to recognize a troubled employee, documenting performance, approaching an employee with concerns, establishing goals for work performance improvement and referring to the EAP. Also included in this training is skill building information on the awareness and prevention of workplace violence and ways to maintain a drug free workplace. Alternate training methods for supervisors located in remote areas include CD-ROM orientations and e-learning seminars on Sand Creek's website.

**On-Site Employee Orientation Seminars.** All employees will be invited to an Employee Assistance Awareness presentation to familiarize them with this benefit. Employees will receive a thorough orientation to the services of the program and how to access help. Employees will be encouraged to seek help in resolving personal and work related issues before they affect work performance.

**Promotional Materials and Service.** To keep your Employee Assistance Program (EAP) visible to employees and their families, we offer a variety of promotional materials.

*General Program Awareness Brochures with Wallet Cards* – for familiarizing employees with the many features and benefits of the EAP.

*Awareness Posters* – to post in prominent places for employees to see.

*Sand Creek Web Page* – for the latest information on our EAP visit [www.sandcreekeap.com](http://www.sandcreekeap.com).

*The Sand Paper* – our quarterly newsletter on topics of interest to employees and their families. The Sand Paper Archives of articles are available online. Employees can access and print articles of interest on a wide variety of mental health topics.

*Supervisor Manuals* – to assist supervisors in the referral process.

*Magnets* – An easy and highly visible way for employees to keep the EAP phone number handy.

*Monthly email announcements* on topics of interest to employees.

*Paycheck Stuffers* – Topical reminders of the EAP for employees.

In addition, we are more than happy to work with your organization to create promotional materials that support and enhance your image to your employees.

**Consultation.** We provide on-going coaching by phone or in person to administrators and supervisors to assist them in working with a troubled employee and utilizing the EAP within the organization.

**Education.** In addition to the program orientation trainings mentioned above, The Sand Creek Group offers a wide variety of “Lunch & Learn” seminars. As the name implies, these seminars are typically 45 minutes to one hour in length and are offered to a group of employees at an employees’ place of work over the lunch hour. Popular topics previously presented include:

“Stress Management – The Basics & a Different Perspective”

“Feeling Good About Yourself & What You Do”

“Appreciating Multiple Generations at Work”

“Conflict Resolution – Resolving Issues Cooperatively & Effectively”

“Toxic Employees at Work”

“Communication Skills for the Workplace”

“Handling Angry Customers”

“Creating a Respectful Workplace”

“Good Grief – Helping Individuals & Work Teams Cope With Grief & Loss”

“Facing the Challenges of Changing Times”

“Understanding & Managing Anger”

“Got Too Much Money at the End of Your Money?”

“Balancing the Demands of Work & Family”

*Alcohol & Drug Abuse* – As part of the furthering of the Drug-Free Workplace, the Sand Creek

Group offers interesting and innovative ongoing alcohol and drug abuse education programs to our federal agency customers.

(See Appendix A for Course Descriptions).

**Confidential Assessment, Referral and Short-term Counseling.** When problems arise, all of your employees and their family members may contact The Sand Creek Group for assessment, short-term counseling and, when necessary, referral free-of-charge to them. We guarantee an offer of an appointment within two working days. No limit is placed on the number of assessments and referrals made annually. All contact is strictly confidential.

Problem areas that we address within our organization include:

- Relationship issues – marital conflict and communication concerns.
- Separation and divorce concerns and blended family issues.
- Alcohol or chemical dependency and related family problems.
- Work concerns and job performance issues.
- Loss and grief.
- Domestic violence and sexual abuse.
- Financial crisis, problems with creditors and budget planning.
- Depression, anxiety and other mental health issues including stress.
- Parent/Child difficulty.
- Post traumatic stress & terrorist related crisis stress.
- Career management and counseling.
- Life cycle transition including mid-life crisis and pre-retirement.
- Work/Life issues including dependent care.

We refer clients needing legal assistance outside our organization to attorneys with whom we have good working relationships and will, in many cases, see our clients free of charge for an initial consultation. A discount is also available should the client consider continuing with the legal professional.

Help for many of the above “problems in living” are not generally covered under your current health benefits.

**Chemical Dependency Case Management and Relapse Prevention.** The Sand Creek Group offers a model for the treatment and case management of chemically dependent employees that significantly increase employees’ chances of continued recovery and abstinence. The steps of this model include assessment by a certified CD counselor, referral into a treatment program that has been individualized to meet that employee’s needs, close monitoring of the treatment process by the EAP/CD counselor, case management and routine visits for follow-up with the CD/EAP counselor.

**Client Advocacy with Health Provider Networks.** There is wisdom in having your EAP outside your health insurance organizations. The EAP counselors play an important role in advocating for the needs of your employees with health care provider networks. Sometimes clients may be denied services within your managed health plan or be asked to wait too long for help. The Sand Creek Group advocates for your employees to get the care they need. The Sand Creek Group currently maintains health benefit information on the many health care plans



available to Federal employees. Keeping current on the health benefits of our clients is an important role of The Sand Creek Group.

**Liaison with a Wide Range of Treatment Resources.** When a client calls the EAP, they will be immediately referred within the EAP to a counselor who is specially trained in their area of need and who practices near the caller's home or work. This unique approach immediately gets specialized help to the employee. Seventy percent (70%) of our clients find the help they need within the EAP without an out of program referral. For the thirty percent (30%) who need treatment outside the EAP, we maintain an extensive information bank of community resources and treatment services through our local providers, backed by our national research bank in Stillwater, Minnesota.

**24-Hour Telephone Crisis Intervention.** Should an emergency occur, we offer professional telephone crisis intervention every hour of every day, including weekends and holidays. Our telephones are answered by professional counselors immediately able to handle the crisis presented.

**State of the Art Work/Life Resources.** The Sand Creek Group offers an amazing wealth of resources to help employees manage their work/life issues. It was designed to help employees and their family members quickly find information, resources and tools in five areas:

- Family & Caregiving
- Emotional Wellbeing
- Health & Wellness
- Working Smarter – Including Work Safety
- Daily Living

This is a product that must be seen to be believed. If you would like a walk through this product, please contact Gretchen M. Stein, Ph.D., at 1-800-632-7643 and she will gladly walk you through the many helpful resources available. This product was designed to put thousands of tools and resources at the immediate fingertips of employees and eliminate the hours of time, at and away from work, that employees waste searching for answers.

**Onsite Specialty Training, Workshops, Seminars and Staff Retreats.** The Sand Creek Group, Ltd. offers workshops, trainings, seminars and staff retreats for your employees as an optional service. Possible topics are: stress management, creating a respectful workplace, balancing family and work demands, handling angry customers, stress management and shift work. These programs go more in-depth than our Lunch & Learn programs and allow the participants to gain both experience and knowledge to bring about real change in their lives. (See Appendix A for Course Descriptions).

**Onsite Organization Development and Conflict Resolution.** The Sand Creek Group offers organization development, consultation and conflict resolution services to provide management and the organizational system with resources necessary to address and resolve issues that arise in the work system and interfere with the smooth operation of the workplace. Our consultants work onsite with each member of a work team and the unit as a team to find solutions. These services may include team building, conflict resolution and change management.

**Critical Incident Response.** The Sand Creek Group has experienced counselors trained in Critical Incident Management. Should a situation arise that requires critical incident defusing or debriefing, we can have a trauma team onsite as soon as possible. The US Forest Service has annually commended Sand Creek for our services in response to critical incidents pertaining to wild fires.

**Terrorist Attack Response Service.** Based on our work after the terrorist attacks of September 11, 2001, The Sand Creek Group has provided a special package of services to federal employees adjusting to trauma and coping with crisis stress while trying to maintain job performance.

These specialty services include:

*The Creating and Staffing of Onsite Employee Recovery and Support Centers.* Employee Recovery and Support Centers have been established in federal work places that are staffed by Sand Creek Counselors trained in critical incident response and grief. Counselors are available throughout the work day for employees to “walk in” as their need and schedule requires.

*Critical Incident Stress Debriefing Specifically Designed for the Federal Employee.* The Sand Creek Group conducts onsite formal debriefing sessions for employee groups who have experienced trauma.

*Wellness Seminars* on Developing Resilience, Coping with Stress, and Ways to Stay Productive in Times of Fear. These wellness seminars offer helpful methods for addressing crisis stress in a federal government environment.

**Strength-based Individual & Team Leadership Development.** The Sand Creek Group provides executive coaching and team development that builds capacity through identifying the strengths of individuals. Communications styles and differences in the manner people receive and process information often lead to conflict and impasse. Focusing on strengths and building on those strengths results in increased individual and team effectiveness.

## APPENDIX A

Training Services	Hourly Rates				
	<i>12/31/16 to 12/30/17</i>	<i>12/31/17 to 12/30/18</i>	<i>12/31/18 to 12/30/19</i>	<i>12/31/19 to 12/30/20</i>	<i>12/31/20 to 12/30/21</i>
<b>Training Services:</b> (Rates apply to all Courses listed below.)	\$226.22/Hr.	\$235.27/Hr.	\$244.68/Hr.	\$254.47/Hr.	\$264.65/Hr.

The Sand Creek Group, Ltd. offers trainings and trainings on a variety of topics and we are able to tailor any of these trainings to meet your organization's needs. This appendix contains brief descriptions of trainings we offer. Please don't hesitate to call for more specific information about a particular training. Also, if you have a particular topic in mind, but don't see it listed, please give us a call as we are open to discussing how we could meet your needs or interests around that topic. We look forward to working with you and your employees.

### Healthy Work Environments

**Title:** ***Creating a Respectful Workplace***

**Audience:** Supervisors and/or Employees

**Length:** 1 – 2 Hours

**Description:** A respectful work environment is paramount to employee retention and productivity. This training explores why people act disrespectfully and the impact disrespectful behavior has on the work environment. Emphasis will be on the roles and responsibilities of leaders, as well as employees in maintaining a respectful work environment and promoting diversity. This training also offers an experiential element that will help participants identify their own perceptions and responses to disrespectful behavior.

**Title:** ***Promoting a Healthier Workplace***

**Audience:** Supervisors or Employees

**Length:** 1 Hour

**Description:** This training will identify key factors that differentiate between a healthy and an unhealthy work environment. In exploring these factors, participants will focus on behaviors and attitudes that promote healthier and more effective functioning. The training will also encourage participants to assess their own work environments with a focus on practical steps they can take to encourage healthier functioning within that environment.

### Communication

**Title:** ***Communication Skills for the Workplace – Speaking and Listening More Effectively***

**Audience:** Supervisors or Employees

**Length:** 1 Hour

**Description:** Communicating effectively in the workplace is dependent upon skills that are both verbal and nonverbal. This training will provide opportunities for participants to learn these skills and assess their strengths and attitudes for effective communication in the workplace. The goal of this training is for participants to become more proficient with the skills of active listening and verbal/non-verbal communication to help facilitate effective and respectful communication in any workplace.

**Title:** *Dealing with Difficult Behavior*

**Audience:** Supervisors or Employees

**Length:** 2 – 3 Hours

**Description:** This training will provide concrete techniques and strategies for dealing with difficult behavior ranging from merely annoying to outright threatening. Opportunities will be made available for practicing the skills and strategies discussed. This training can be tailored for employee groups or groups of supervisors due to the techniques and strategies sometimes varying depending upon one's role in the organization.

## Change

**Title:** *Facing the Challenges of Change*

**Audience:** Supervisors or Employees

**Length:** 1 – 1.5 Hours

**Description:** This training will provide opportunities for participants to learn the skills for coping with organizational change and stress. Skills we discuss will include: managing perspectives and attitudes; understanding and managing the actual changes that are occurring; setting realistic expectations; stress management; strategies for creating a respectful workplace; improving communication and listening skills; devising an action plan; and moving forward in an effective manner.

## Conflict

**Title:** *Resolving Conflict Cooperatively and Effectively*

**Audience:** Supervisors or Employees

**Length:** 1 – 2 Hours

**Descriptions:** This training focuses on using conflict in a positive way by seeking solutions to conflict rather than finding fault or by escalating the conflict. Communication skills, our attitudes and how we deal with anger are all elements of successful conflict resolution that are discussed in this presentation. This is an interactive training that lets participants explore conflict resolution scenarios in small group discussions to help internalize the skills and attitudes discussed.

**Title:** *The Challenges of Managing Conflict*

**Audience:** Supervisors

**Length:** 1 – 3 Hours

**Description:** Conflict is a given in the workplace. This training identifies the most common reasons for conflict, its impact and the role of management in addressing conflict. The goal is to have a repertoire of conflict management skills, including mediation, performance management and an agreed upon process with staff.

## Shiftwork

**Title:** *Shiftwork: Minimizing it's Effects on Your Workforce & Productivity*

**Audience:** Supervisors

**Length:** 1 – 2 Hours

**Description:** Working a second or third shift, or even working multiple shifts, creates challenges for employees and the organization. Research has shown that accident rates, illnesses, sleep issues and personal life issues are more frequent for those who work a second or third shift versus those who work during the day. This training will discuss these issues along with strategies your organization can implement to help mitigate them and their impacts. This training will help you identify and understand the various issues shift employees' experience. It will also provide concrete strategies to help counter the negative impacts shift work can have your employees and your organization.

**Title:** *Healthy Choices for Shiftworkers*  
**Audience:** Employees  
**Length:** 1 Hour  
**Description:** Working a second or third shift, or working multiple shifts can have a significant impact on employees. Research has shown that accident rates, illness, sleep issues and personal life issues are higher for those who work a second or third shift versus those who work during the day. This training will help employees identify and understand the challenges of doing shiftwork, and provide concrete strategies for staying healthy.

## Customer Service

**Title:** *Providing Effective Customer Service*  
**Audience:** Supervisors or Employees  
**Length:** As requested  
**Description:** Customer service is critical to the success of organizations. This training focuses on the key elements and processes that need to be in place for effective provision of customer service. This training can be tailored to the specific service or product your organization provides and can also be tailored to focus on dealing with difficult customer service situations. Opportunities for practice will be provided.

## Supervisor Training

**Title:** *Effective Problem-Solving Conversations with Employees*  
**Audience:** Supervisors  
**Length:** 3 hours  
**Description:** Sometimes in your role as a supervisor, there is an opportunity to facilitate a conversation between employees who are in conflict or having difficulty communicating with each other. To effectively facilitate and navigate such conversations, certain communication and interpersonal skills are essential. This training provides the specific skills and steps necessary to help build your confidence in effectively facilitating problem-solving conversations. This training will also provide ample opportunity for practice and questions. The ideal size for this training is six (6) participants.

**Title:** *I Don't Have Time for Supervisor Training: The Supervisor's Quick Guide for Effective Group Functioning*  
**Audience:** Supervisors  
**Length:** As requested  
**Description:** This training will assist supervisors in understanding the essential elements needed for effective and productive group functioning and effective leadership. Participants will also be provided the opportunity to identify specific next steps for enhancing their own work group's functioning.

**Title:** *Effective Meetings*  
**Audience:** Supervisors  
**Length:** 1 – 2 Hours  
**Description:** Many of us have sat through meetings that have left us bored, confused or frustrated. The more employees have such reactions to meetings, the less productive and effective the meetings will be. This training will provide specific tools, steps and strategies for running effective meetings; whether they are simple check-in meetings or more involved problem solving or planning meetings. This training can also be tailored to address difficult behaviors encountered in meetings.

**Title:** ***Appreciating Multiple Generations at Work***

**Audience:** Supervisors

**Length:** 1.5 Hours

**Description:** This training contrasts the current four generations in the workplace and looks at the challenges related to different perspectives regarding work behavior. The goal is to acknowledge and appreciate the diversity of perspectives and to look at shifts in supervisory approaches that may be helpful.

**Title:** ***Why Do We Need to Do Performance Reviews?***

**Audience:** Supervisors

**Length:** 1 Hour

**Description:** This training focuses on understanding the performance management cycle of expectations, feedback and review. Within this model are important communication and procedural skills that will be identified, discussed and practiced.

**Title:** ***Addressing Workplace Violence***

**Audience:** Supervisors

**Length:** 3 Hours

**Description:** This training will provide information, action steps and resources about the three key areas of managing workplace violence: prevention, incident management and post incident management. For this training to be most effective, it will be important for the facilitator to meet with administration beforehand to understand the policies, procedures and culture of the organization.

## **Stress and Healthy Lifestyle**

**Title:** ***Stress Management – Identifying It and Dealing with It***

**Audience:** Employees

**Length:** 1 Hour

**Description:** Stress is a familiar reality as we face the many demands of work and home. During this training, we will discuss a variety of attitudes, skills, and self-care behaviors that work together to help us deal with our stressors. We'll also look at ways to challenge, limit or accept our stressors, based on what is realistic. A goal of this seminar is to begin strategizing a stress management plan suited to individual needs.

**Title:** ***Depression in the Workplace***

**Audience:** Supervisors or Employees

**Length:** 1 Hour

**Description:** Depression is one of the most common and most serious mental health problems that people face. It costs American businesses billions of dollars every year in decreased productivity, absenteeism / tardiness, and lowered morale. This training provides an understanding of the many faces of depression, signs and symptoms, and options available to those suffering from depression.

**Title:** ***When the Holidays Don't Feel So Jolly*** (Can include Seasonal Affective Disorder)

**Audience:** Employees

**Length:** 1 Hour

**Description:** There is a lot of pressure to be jolly, spend money, see family, and buy presents around the holidays. But sometimes we instead feel tired, resentful, stressed or even depressed. This training will provide concrete strategies for navigating the holidays along with managing your own and other's expectations. Information can also be provided on the topic of Seasonal Affective Disorder.

## **Anger**

**Title:** ***Managing Your Own and Other's Anger***

**Audience:** Employees

**Length:** 1 Hour

**Description:** Anger takes a toll on many aspects of the work environment – team work, productivity, morale, safety, respect, and potential legal liability. This training explores how anger develops and ways to deescalate that process and redirect it in more positive ways; whether it is your anger or you are the recipient of someone's anger.

## **Using the Employee Assistance Program**

**Title:** ***Supervisor Training: The EAP as a Valuable Management Tool***

**Audience:** Supervisors

**Length:** 1 Hour

**Description:** This presentation will explore the supervisory dimension of the Employee Assistance Program and how it can be a resource for you in your role as a supervisor. This presentation will look at addressing employee job performance and the use of EAP in such situations. A five step formula for supervisors will be provided which will outline how to use the EAP to potentially improve employee performance. The goal of this training is to create a greater comfort and confidence level for supervisors in carrying out performance management.

**Title:** ***Employee Orientation: Learn More About Your EAP***

**Audience:** Employees

**Length:** 1 Hour

**Description:** An overview of the Employee Assistance Program and the services available to assist employees in addressing problems that affect their work or quality of life.